



Office of the Governor

Government of Guam

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STANDARD OPERATING PROCEDURE

DIVISION/SECTION: CHAMBER STAFF to the <i>Maga'hågan Guåhan</i>		
NUMBER: SOP2019-____	DATE OF ISSUE: April 15, 2019	EFFECTIVE DATE: April 15, 2019
SUBJECT: CHAMBER STAFF to the <i>Maga'hågan Guåhan</i>		

Incoming Documents - Procedure

- 1) Purpose - To establish guidelines for all incoming documents received at the Chamber of the *Maga'hågan Guåhan*. All support staff are responsible for following this standard office procedure for the Governor's chamber.
- 2) Definition - Incoming documents are defined as emails, hard copies of letters, memorandum, legal document, invitations; i.e. all documents received from the Chief Of Staff, Deputy Chief of Staff, Lt. Governor's Office and any other inter-department within Adelup.
- 3) All documents shall immediately be stamped received and recorded in the established database to include:
 - a. Date Received
 - b. Description of document
 - c. Description of person and/or department sending the document
 - d. Document shall be assigned a log number for tracking.
- 4) After the receiving process, all documents shall immediately be given to the Chamber Administrator or designee.
- 5) The Chamber Administrator shall immediately review all documents and make the determination on what action(s) shall be taken and may refer to the Governor for review and/or appropriate persons/department.

Outgoing Documents - Procedure

- 1) Purpose – To establish guidelines for all outgoing documents from the Chamber of the *Maga'hāgan Guāhan*. All support staff are responsible for following this standard office procedure for outgoing documents.
- 2) Definition – Outgoing documents are defined as emails; to include original letters signed by the Governor, memorandums and documents reviewed by Governor for dissemination.
- 3) All documents outgoing should have been assigned an incoming log number. If the document has no log number, it shall be returned to staff to assign a lot number and recorded in the database.
- 4) At the direction of the Chamber Administrator, the document shall be returned to staff to be delivered to the appropriate person and/or department and shall reference the assigned incoming log number as outgoing to include:
 - a. Date outgoing.
 - b. Name of person and/or department the document is being referred to.
 - c. Transmittal sheet (see attached sample) to be filled out and attach to the document(s) being referred to include:
 1. Date
 2. Description of document being referred.
 3. Staff from the Governor's Chamber delivering the document shall sign the sheet.
 4. Person from the receiving department shall sign the sheet.
 5. Copy to be filed in Governor's Chamber.

Outgoing Legal Documents Requiring the Governor's Signature

- 1) Purpose – to establish guidelines for all outgoing legal documents requiring the Governor's signature. All support staff are responsible for following this SOP.
- 2) Definition – legal documents are defined as any documents requiring the Governor's signature to include contracts, agreements, memorandum of understanding and any other documents that require review by the Legal Department.
- 3) All documents outgoing should have been assigned an incoming lot number. If the document does not have a log number, it shall be returned to staff to assign a log number and recorded in the database established.
- 4) At the direction of the Chamber Administrator or designee, the document shall be returned to staff to be delivered immediately to the Legal Department and shall reference the assigned incoming log number as outgoing to include:
 - a. Date outgoing.

- b. Name of and/or department the document is being referred.
- c. Transmittal sheet to be filled out and attached to the document being referred to include:
 1. Date.
 2. Description of document being referred.
 3. Staff from the Governor's Chamber delivering the document shall sign the sheet.
 4. Person from the Legal Department receiving the document shall sign the sheet.
 5. Copy to be filed in Governor's chamber.

Assisting Constituents and Telephone Calls

- 1) Purpose – To establish guidelines to assist constituents with their concerns and provide solutions when available. All support staff are responsible for following this standard office procedure.
- 2) Definition – Constituents are defined as someone who has the ability to appoint another person to be a representative; example: a registered voter. However, in this case, a constituent could be defined as anyone who makes a telephone call to the Governor's Office seeking assistance.
- 3) Chamber staff shall answer the phone call in a friendly manner and proceed to inquire the nature of the phone call.
- 4) Chamber staff will use the constituent form for information (attached here) that includes:
 - a. Date.
 - b. Name, address, contact numbers of constituent.
 - c. Write in detail the concerns of the constituent.
- 5) Once form is completed, chamber staff will inform the constituent what steps will be taken, which shall include (also on the constituent form):
 - a. Contact department/agency and/or other organization that will assist in solving the constituent concerns; or
 - b. Refer the constituent concern to the community affairs department, Adelup.
 - c. The Chamber Staff takes the constituent form to community affairs, copies of the form must be made and filed with the Chambers.
- 6) The Chamber staff must make every effort to resolve the constituent concerns. Forms that have been referred to community affairs shall be reviewed after seven (7) days to ensure resolution of constituent concerns is complete. If still not completed, will continue to follow-up until constituent concern is resolved.
- 7) Media Advisories/Announcements

Assisting Constituent Walk-Ins

- 1) Purpose – To establish guidelines to assist constituents with their concerns and provide solutions when available. All support staff are responsible for following this standard office procedure.
- 2) Definition – Constituents are defined as someone who has the ability to appoint another person to be a representative – example: a registered voter. However, in this case, a constituent could be defined as anyone who present themselves to the Governor’s office seeking assistance.
- 3) Chamber staff shall greet the constituent in a friendly manner and proceed to inquire the nature of the visit.
- 4) Chamber staff will use the constituent form for information (sample attached) that includes:
 - a. Date.
 - b. Name, address, contact number(s) of constituent.
 - c. Write in detail the concerns of the constituent;
 - d. Signature by constituent.
 - e. Signature by staff.
- 5) Chamber staff will then inform the constituent what steps will be taken, which shall include (also on the constituent form):
 - a. Contact department/agency and/or other organization that will assist in solving the constituent concerns; or
 - b. Refer the constituent to the community affairs department, Adelup. The chamber staff can either escort the constituent or take the constituent form and discuss the concerns with a community affairs staff.
 - c. If the Chamber staff takes the constituent form to community affairs, copies of the form must be made and filed with the Chamber.
- 6) The Chamber staff must make every effort to resolve the constituent concerns. Forms that have been referred to community affairs shall be reviewed after seven (7) days to ensure resolution of constituent concerns is complete. If still not completed, will continue to follow-up until constituent concern is resolved.

References:

Outgoing Transmittal Sheet
Constituent In-Take Form

subject to change with notice

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